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- Scans are produced in colour at 300dpi.
- Due to limited resources, we cannot supply a quote or estimate of costs in advance of receiving an order. However, upon receipt of your order, if the total cost exceeds the minimum order/the amount you have indicated on the form, we will contact you to advise of additional costs before proceeding.

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## **CONTACT DETAILS**

Orders by post:

**Search Engine Copying Services**  
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Orders and enquiries by email:

[copy.service@railwaymuseum.org.uk](mailto:copy.service@railwaymuseum.org.uk)

To enquire or pay by phone:

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## **Frequently Asked Questions**

### **What happens next?**

If you have provided an email address, we will contact you within the first week to acknowledge receipt and provide you with an order number. We will then retrieve the items you have requested copies of and check their condition. Our orders are processed in batches, so this will usually take place within 1-5 weeks of receiving your order. If we find anything unexpected which will affect the cost of your order, we will contact you at this point to discuss this. If we will need to charge you more than you were expecting, we will not process any payment for your order until we have obtained your permission. Payments are usually taken after this has been completed and if necessary your items will then be sent to our external partners for copying. We endeavour to despatch orders within 6 weeks of receipt but may take a bit longer for large requests or where special handling is required.

### **Can you help, I can't find what I'm looking for?**

You can contact our Search Engine team via [search.engine@railwaymuseum.org.uk](mailto:search.engine@railwaymuseum.org.uk) and they will be happy to point you in the direction of the best places to search for what you need. Unfortunately, we do not have the resources to carry out detailed searches on your behalf. Do note that if you are searching our online pdf catalogues you can speed up your search by using the 'find' function which you can open by pressing the ctrl and f keys at the same time. If you need more detailed research help you can employ the services of our Inreach team to carry out searches on your behalf. You can contact them at [inreach@railwaymuseum.org.uk](mailto:inreach@railwaymuseum.org.uk).

### **Can you check the contents of the items I've requested?**

Unfortunately, we do not have time to make detailed checks of your requested items. If you need certainty that the items you have requested will meet your needs, we would always encourage you to visit and view the items in person. We will provide requested items as per the catalogue reference supplied but please include as much detail in the description as possible to help us identify the correct item for you. Owing to the significant costs of digitisation we cannot offer refunds for items ordered in error.

**How is my data handled?**

Your information will be processed for administration, marketing and charitable purposes in accordance with our Privacy Policy, the General Data Protection Regulation (GDPR) and any related data protection laws applicable in the UK. Your payment details will be stored securely and destroyed immediately after your payment is processed. We will not share your personal details without your consent nor email you about our events, fundraising and activities unless you choose to hear from us. If you have any questions regarding the use of your data, please read our Privacy Policy (available on our website) or contact us.